



Your Ultimate Fleet Solution - All under one roof

24 Hour Nationwide Car & Commercial Breakdown Recovery

We are available 24-7-365 on

0800 8 24-7 667 Free Phone

020 8594 5637 Recovery Operations Desk

020 8594 2477 Commercial Workshop, Body Shop, HGV MOT & Administration



VAT No: 791 574 493

Company Reg: 04348405

Enquiries: info@boleynrecovery.com

www.boleynrecovery.com

F: 020 8507 8983

T: 0845 58 2-47 58

Boleyn Recovery & Fleet Services

Boleyn Commercial Park

77 River Road

Barking

Essex

IG11 0DS

Boleyn Recovery & Fleet Services

Privacy Policy

We do not store credit card details nor do we share customer details with any 3rd parties

Payment Flow and Delivery Policy

For breakdown recovery, movements, service van or driving work we endeavour to despatch a suitable vehicle with a capable technician within the hour or, on pre booked work we endeavour to arrive within the agreed time frame depending on other circumstances out of our control such, but not limited to, the weather and traffic. On such occasions where due to work volume or any other reason we will contact and discuss with the customer the best available options.

Non account customers or customers paying by credit card / debit card are required to pay the full estimated cost upfront. On occasion there may be additional charges for reasons mentioned below that will be applied during the job. These additional charges must be paid for the work to be completed. On circumstances mentioned below, due to customer mis information, some jobs may be charged but not completed.

Credit and debit card administration fees will apply at the prevailing rate.

For ATF bookings we will agree a time for your test and you will be expected to arrive with sufficient time to allow for traffic and other potential delays. Please allow at least 45 minutes for your loading or hitching of trailer if required in addition to arriving 30 minutes before your test. VOSA are in charge of the test lane so you may lose the test and all your booking fee if you miss your test time. Boleyn cannot take any responsibility for VOSA's decision.

For Boleyn services such as inspection MOT and repairs, we endeavour to keep to booked times but often there may be some slippage in general booking times due to the nature of repairs for example extra work may be discovered during the repair of an item.

ATF bookings Policy

In addition to our policy you will also be subject to VOSA's [terms and conditions >>>>](#)

VOSA and ATF Test fees are payable in advance at time of booking.

Failure to adhere to these guidelines and terms and conditions will almost certainly lead to you missing your test slot and still being liable to paying all fees with no refunds.

Remember to bring the VTG6 & 7 for the vehicle you're testing with you. Tests cannot be done without these documents and the whole fee will still be charged if you cannot be tested with no refund.





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Your vehicle must be clean enough to examine, fully roadworthy and have sufficient fuel to carry out the test,

The VIN/chassis number is firmly attached and legible.

The driver and vehicle must arrive punctually and follow the instructions of testing staff, allowing at least 30 minutes before the test is due.

Arrive at least 45 minutes before your test if you require loading or hitching to our trailer.

Always check the local traffic conditions and adjust your travelling time accordingly. If in doubt give us a call on 020 8594 2477/0772

The vehicle must not emit substantial quantities of smoke

Any door, tailgate, boot lid, fuel cap, floor coverings or other device capable of being opened or accessed is not locked or fixed in such a way that a thorough check cannot be carried out on the vehicle or its contents is not in such a condition that any meaningful check would risk endangering anyone or damaging the vehicle or any other property

The wearing of appropriate Reflective High Visual clothing is compulsory in the grounds of Boleyn. We have a zero tolerance policy on this safety aspect and you will be asked to leave if you do not comply, you may miss your testing slot and still be liable for all testing fees with no refunds

Speed Limit is 5 MPH Maximum. Any vehicle seen to be speeding will be evicted from the property and your test slot will be void with full fees payable and no refunds.

The use of mobile phones (including using them with a hands-free or Bluetooth attachment) is restricted in the test station. Please follow the advice of testing station staff regarding where, and when, they can be used. Under no circumstances should you use a mobile phone when driving a vehicle or assisting with the inspection.

Do not bring any animals (including pets) or children under 16 years to the test station.

Please note: VOSA testers adhere to a strict testing regime and any vehicle not arriving and ready in time will automatically miss their test slot with no guarantee of arranging another test slot on the same day or any other. They will also be liable for the full VOSA fee, Pit fee and loading fee with no refund.

When a vehicle or trailer is booked in for a HGV MOT and is required by the owner for Boleyn Recovery and fleet services to Pre MOT check and rectify all defects and it is not a vehicle or trailer that Boleyn regularly maintain or it is for the first time that we have seen it, then we strongly recommend we inspect the vehicle at least 5 working days prior to the test to ensure there is enough time to make the test.

If the customer requires less time than our recommendation between the PRE MOT with defect





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rectification and the actual HGV test then we take no responsibility for the vehicle missing the test for any reason such as non arrival of parts, not enough time to rectify defects etc as we cannot be responsible if parts are not available in time for the test date and the customer must bear the whole cost of fees for no show with no refunds. Please ensure your vehicle has a regular maintenance schedule to avoid disappointment.

Customers are responsible for supplying a competent, coherent driver that can clearly understand and give instructions in English. Boleyn can present any vehicle for the customer for a fee. If your driver is unable to understand instructions from the VOSA tester or is not considered competent enough, this may result in a test failure or missed test slot with all fees payable and no refund or extra slot given.

Refund / Cancellation Policy

We are contactable for refunds and cancellations on [020 8594 2477](tel:02085942477) / 0772

Cancellation Policy for ATF bookings

You can't cancel or reschedule within 7 working days of a test or you'll lose your fee. Working days are Monday to Friday except bank holidays. For example for a test on a Monday you would be required to cancel on the Wednesday 2 weeks previous to allow for 7 full days of notice.

Cancellation Policy for Breakdown recovery, movements or driving jobs

For Breakdown recovery, movements, driving and service van jobs that are booked at the time of request you can cancel before we despatch. But owing to the nature of the charging structure in our industry where, once dispatched, a minimum call out charge applies in addition to one hour labour rate for the amount of personnel and equipment despatched.

Cancellation Policy for Workshop & Body Shop Services

Workshop services can be cancelled in advance at any time and full refunds will be given as long as no work or estimation has taken place in which case the relevant charges will apply.

Booking terms for Breakdown recovery, movements or driving jobs

If the job required multiple vehicles and personnel then a call out and one hour labour charge would be charged for each item. Specialist equipment such as rotators, low loaders and airbags will carry an additional cancellation surcharge owing to the specialist training and skilled personnel required for operation and the length of time taken to prepare for despatch. Jobs are charged by the hour from when we leave base to when we return to base including, but not limited to, travelling time, traffic or other delays, time executing the job, cleaning and refuelling our vehicles if the nature of the job and conditions require us to do so. So cancellation charges will need to take into account return journey time and de stowing and re stocking of equipment and inventory.

The customer is responsible for ensuring that immediate loading/ unloading and collection and delivery is allowed for at both locations including suitable hard standing, and access for HGV's including height is available. The customer is responsible for ensuring all dimensions, descriptions





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and weights are correct. Failure to disclose information such as this including opening and closing times impacting on access of locations may result in further charges and even full charges taken without the job being completed. In such cases additional charges will be required upfront to complete the work at another convenient time. Waiting time will be charged extra in 30 minute increments for all equipment and personnel despatched if there are delays caused by undisclosed information.

Contact information

Telephone: 0208 594 2477/ 0772

Fax: 0208 507 8983

E-Mail: bookings@boleynrecovery.com or <mailto:info@boleynrecovery.com>

Name & Registered Office:

BOLEYN RECOVERY & FLEET SERVICES LIMITED

C/O BIRD LUCKIN LIMITED

AQUILA HOUSE

WATERLOO LANE, CHELMSFORD

ESSEX

CM1 1BN

Company No. 04348405

Trading and correspondence address

BOLEYN RECOVERY & FLEET SERVICES LIMITED

Boleyn Commercial Park

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